CaER Directorate

Customers

Who are Our Customers?

Those to whom we provide our products and services for the benefit of NASA and the Nation.

Organization Code	Function	Customers
CD01	Management/Advisory Services	Internal Center Managers
	All-Hands Meeting	CaER employees, Civil Service & Contractors
	Combined Federal Campaign	Center employees, and public
	Intergovernmental Personnel Act Assignments	Federal, State, Local Government and Eligible nonprofit Organizations
	Protocol and Visitors Program	Center Mangers, and External Visitors
	Special Events and Ceremonies	Center employees, Astronauts, Public
	Space Shuttle Launch Guest Operations	Space Shuttle Launch guests
CD02	Systems Management/ NASA Personnel/Payroll System, NASA Training & Development System	NASA Employees
	Functional Representative	NASA and other Government Entities
	AdminSTAR	NASA employees
	Workforce Analysis and Tracking	Center Managers
	Promotion Allocation	CaER managers
	Ad Hoc Requests	Center managers and employees
	Information Systems oversight	CaER employees
	Organizational Chief Information Officer	Chief Information Officers

	CaER Service Contract	MSFC Programs/projects Agency Program/Projects Offices
	Promotion Allocation and Tracking	CaER managers and Center managers
CD10	Retirement	Retiree
	Labor Relations	Supervisors, and Mangers
	Job Opportunities	All employees and Public
	Who's Who in HRD	Human Resources Department employees
	Employee Benefit	All Center employees
	Special Programs	Center Employees
	Employee Relations	Center Employees
	Attendance & Leave	Center Employees
	General Information	Center Employees
	Staffing and Recruiting	Center Employees, University rep, other Government Agencies, and Public
	Policies and Regulations	Center Employees
	Employee Assistance Program	Center Employees
	Executive Resources Program	Center Senior Executive Service
	Position Management/Classification	Center managers
CD20	Award program	Center Employees
	Co-OP Program	Students
	Employee Development Technology Center	All Center Employees
	Electronic Meeting System Learning Channels	Center Employees
	Training Opportunities	Center Employees
	Individual Development Plan	Center Employees
	Mentoring Process	Center Employees
	Conference Attendance	Center Employees, other NASA field centers, HQ
CD30	Small Business Programs (SBIR/STTR; MOB/WOB)	Small and Minority/Women Owned Businesses; Marshall Product Lines; NASA Enterprises
	New Technology Reporting and Inventory	Marshall/Contractor Innovators; Contractor Companies; Marshall

		Programs and NASA Enterprises
	Technology and Software Commercialization	Marshall Innovators; U.S. Industry
	External Release of MSFC Software	NASA, other Government Agencies, US Industry, Public
	In-House Programs (CDDF & TIPs)	Marshall Product Lines
	Technology Partnerships and Facilities Commercializations	Marshall Product Lines; NASA Enterprises; Other Center Organizations; Govt & Community Orgs; U.S. Industry & Academia; American Public
	Technology Outreach & Strategic Alliances	U.S. Industry; Academia: American Public
CD40	Information Services Delivery	Center Employees, Retirees
	Internal Communications Facilitations Services	Center Employees
	Marshall Star	NASA Employees, Retirees
	Inside Marshall	NASA Employees, Retirees
	Heritage Gallery	All government entities, Public
	Electronic Message Boards	Center Employees
	Daily Planet	Center Employees, other government entities, public
	Marshall Home Page	Center Employees
	Strategic Implementation Planning	Center Employees, Enterprises, HQ.
CD50	Federal, State and Local Government Liaison	Federal, State and Local Elected Officials
	Community Liaison	Civic Leaders and Organizations
	Responses to Congressional Inquiries	NASA Headquarters, Code L
	Public Inquiries	General Public
	Responses to Freedom of Information Act	General Public Contractor Community
	MSFC-Supported Public Facilities	General Public
	Center Mementos Received	Center Employees

CD60	NASA uses its unique resources to support educational excellence for all. We involve the educational community in our endeavors to inspire America's students, create learning opportunities, and enlighten inquisitive minds.	Education community (formal and informal); NASA Agency (Center employees, Enterprises, HQ)
CD70	Media Relations Support	All MSFC organizations, MSFC Contractors, NASA Headquarters and Field Centers
	News Releases, Fact Sheets	News Media, MSFC, NASA
	Press Kits	News Media, MSFC, NASA
	Media Interviews	News Media, MSFC, NASA
	Media Visits	News Media, MSFC, NASA
	NASA Video Files	News Media, MSFC, NASA
	Live Television Interviews	News Media, MSFC, NASA
	Video/Animation B-Roll	News Media, MSFC, NASA
	Answering News Queries	News Media, MSFC, NASA
	Press Conferences and Media Briefings	News Media, MSFC, NASA
	Mission Commentary	News Media, MSFC, NASA
	Mission Television	News Media, MSFC, NASA
	Broadcast News Service	News Media, MSFC. NASA
	News Clips and Metrics	MSFC, NASA
	Emergency Response	MSFC
	Virtual Newsroom	News Media, MSFC, NASA
	Public Exhibits Support	CaER, MSFC, NASA Headquarters and Field Centers, Public events,

		Museums
	Technical Exhibits	TD, 2nd Generation, Shuttle, Microgravity
	HQ Exhibits Operations	NASA Code M, Code U
	Starship 2040	TD, 2nd Generation, CaER, MSFC, NASA
	Center Mementos	**CaER, MSFC**
	Support Fabrication and Design	**CaER, MSFC**